



Name of Project: New Hampshire Service Link Resource Center

Name of Organization: University of New Hampshire and NH Department of Health and Human Services, Bureau of Elderly and Adult Services

Principle of Choices for Independence: Empowerment/Access to Information and Services

Description

Service Link Resource Center is New Hampshire's response to AoA's vision of the Aging & Disability Resource Center (ADRC) Initiative. As a 2003 ADRC grantee, New Hampshire was part of the original 12 states selected to launch the ADRC initiative. The State applied for ADRC funding to initiate a restructure of New Hampshire's long-term care information and assistance programs, the state's long-term care assessment and counseling initiative, and the eligibility determination and ongoing care planning process for both nursing home and home and community based waiver services.

Due to steadfast leadership both at the state and local level, New Hampshire has solidified the Service Link Resource Center (SLRC) as the single point of entry for long-term care services for the elderly and for adults with chronic conditions and disabilities. New Hampshire is one of the first states in the nation to develop statewide coverage building upon ten community based resource centers.

The SLRC is a local office that provides information, referrals, and assistance. The SLRC team helps consumers in making connections to services, assessment, and eligibility counseling for home and community based services, and nursing facility admission. This has been possible due to New Hampshire efforts in co-locating assessment and counseling coordinators (state contracted nurses) and financial eligibility staff within ADRCs to conduct face-to-face functional and financial assessments for nursing home and HCBS waiver services. Co-location efforts have also resulted in partnerships with the Senior Health Insurance Programs and the National Family Caregiver Support Program.

Some of the accomplishments that New Hampshire has been able to achieve during their ADRC grant include:

- The centralization at the local level of a complex, formerly fragmented process for accessing long-term care supports to streamline both clinical and financial eligibility resulting in a reduction between the time and individual applies and services are initiated;
- The implementation of an integrated staffing model in which staff from multiple agencies work together as a team in an operation that is seamless for the consumer so that consumers have one place to contact for information and assistance in accessing services and supports;

- The acceptance of the SLRC model as a highly visible and trusted community resource by consumers, families, providers, and legislators, enhancing its potential for sustainability; and
- Preliminary consumer satisfaction survey data collected over the project period indicate over 90% of consumers said that they would use the SLRC again, that they trust the program, would recommend it to a friend, and that they consider the SLRC staff to have been helpful and courteous. Over 94% of stated that the SLRC program helped them make more informed decisions about their future long-term care needs.

New Hampshire's SLRC

<i>Belknap County (Laconia)</i>	ServiceLink Resource Center of Belknap County, (603) 528-6945, or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink
<i>Strafford County (Dover)</i>	ServiceLink Resource Center of Strafford County, (603) 332-7398, or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink
<i>Carroll County (Chocorua)</i>	ServiceLink Resource Center of Carroll County, (603) 323-9394 or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink
<i>Coos County (Berlin)</i>	ServiceLink Resource Center of Coos County, (603) 752-6407 or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink
<i>Grafton County (Lebanon, Littleton)</i>	ServiceLink Resource Center of Grafton County, (603) 448-1835 or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink
<i>Hillsborough County (Manchester, Nashua)</i>	ServiceLink Resource Center of Hillsborough County, (603) 644-2240 for Manchester Office, (603) 598-4709 for Nashua Office or (866) 634-9412 Toll Free for both Manchester and Nashua, http://www.nh.gov/servicelink
<i>Merrimack County (Concord)</i>	ServiceLink Resource Center of Merrimack County, (603) 228-6625 or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink
<i>Monadnock Region (Keene)</i>	ServiceLink Resource Center of the Monadnock Region, (603) 357-1922 or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink
<i>Rockingham County (Seacoast, Southwest)</i>	ServiceLink Resource Center of Rockingham County, (603) 334-6594 for Seacoast and (603) 893-9769 for Southwest or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink
<i>Sullivan County (Claremont)</i>	ServiceLink Resource Center of Sullivan County, (603) 542-2640 or (866) 634-9412 Toll Free, http://www.nh.gov/servicelink

What services will the Resource Center provide?

- ❖ Information and supported referrals via phone, email, personal meetings
- ❖ Needs assessments
- ❖ Eligibility pre-screenings and counseling for programs and services
- ❖ Face-to-face long-term supports counseling to assist people considering nursing home admission to become more aware of their alternative community-based options
- ❖ Streamlined access to clinical level of care determinations required for Medicaid in-home care or nursing home eligibility
- ❖ Assistance navigating the financial eligibility processes for Medicaid Long Term Supports (LTS) benefits
- ❖ Comprehensive caregiver support to those caring for family members in the community
- ❖ Other planning and preventative long term supports education programs

For more information about New Hampshire's SLRC, contact Wendi Aultman, Service Link Program Manager, NH Bureau of Elderly and Adult Services, (603) 271-4640 or wendi.aultman@dhhs.state.nh.us